

Role Profile



Role Title: Revenues Inspector

Service Area: Revenues and Benefits

Scale: Band 5

Reporting to: Fay Harper

Responsible for: N/A

Purpose

To inspect new, altered, exempt and empty properties in order to revise the Council Tax Base and Non-Domestic List

Key Responsibilities

- Inspect new, altered, exempt and empty properties in order to revise each authority's Council Tax Base and Non-Domestic List
- Make appointments and visit properties under the Council Tax (Reductions for Disabilities) Regulations.
- Plan a daily schedule of inspections in order to minimise time and mileage but maximise results
- Deal and respond to enquiries relating to inspections received by the section in person, by telephone, through correspondence or email.
- Undertake all duties in accordance with statutory requirements and procedures as set out in each Council's Constitution.
- Comply with individual and team targets
- Maintain an up to date knowledge of procedures, regulations and systems. Assist in the maintenance of up to date procedure notes
- Maintain a high level of customer care in all operations.
- Assist in training other staff when required.
- Other duties as required by the Billing Team Leader / Revenues Manager
- You may also be required to undertake administrative duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e processing postal votes, canvassing properties during office hours.
- You will consider and implement environmental sustainability as a guiding principal within processes, activities and projects delivered

Specific Knowledge, Skills and Expertise

- Articulate and able to develop good working relationships with colleagues and clients
- Ability to deal with customer, many whom may be aggrieved, both in person and on the telephone
- Ability to manage your own workload.
- Excellent attention to detail and computer literate
- Flexible approach to work to accommodate changing demands and priorities.

- Recent experience of working in council tax with knowledge of council tax software systems and regulation

Key Relationships

- Revenues Manager
- All Revenues Team Leaders
- All Revenues staff
- Customer Service Centre staff
- Key contacts of external partners and suppliers of service
- Council tax and business rate payers
- Planning Officers